

06/24/03

08527 U.S. PTO

PATENT

Docket No. BOC9-2003-0013 (383)

PATENT APPLICATION TRANSMITTAL LETTER

MAIL STOP PATENT APPLICATIONS

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Transmitted herewith for filing of the patent application of:

Inventor(s): **Romelia H. Flores, Ketter, TX**
Biao Hao, Bedford, TXAssignee: **International Business Machines Corporation**Assignee
Address: **New Orchard Road**
Armonk, New YorkFor: **METHOD FOR MANAGING RESOURCES IN A MULTI-CHANNELED CUSTOMER SERVICE**
ENVIRONMENT

Enclosed are:

- ☒ Specification, including the Abstract
☒ Sheets of drawings (3 sets)
☒ Executed Declaration and Power of Attorney
☒ Executed Assignment and Recordation Cover Sheet
☒ Other: 2 postcards

CLAIMS AS FILED

FOR	NO. FILED	NO. EXTRA
Basic Fee		
Total Claims	- 30 -	- 10 -
Indep Claims	- 7 -	- 4 -
Multiple dependent claim present: No		

If the difference in Col. 1 is less than zero, enter "0" in Col. 2

Small Entity

RATE	FEE
	\$ 370
x \$ 9 =	\$
x \$ 42 =	\$
x \$140 =	\$
TOTAL	\$

Other than a Small Entity

RATE	FEE
	\$ 750
x \$ 18 =	\$ 180
x \$ 84 =	\$ 336
x \$280 =	\$
TOTAL	\$ 1,266

\$ 40

Assignment Recordal Fee

Please charge my Deposit Account No. 50-0951 in the amount of \$ _____.

- ☒ A check in the amount of \$ 1,306.00 is enclosed.
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0951. A duplicate of this sheet is enclosed.
☒ Any additional filing fees required under 37 C.F.R. 1.16.
☒ Any patent application processing fees under 37 C.F.R. 1.17.
☐ No fee enclosed. No fee is authorized.

Date

6/24/03

Kevin T. Cuenot

Kevin T. Cuenot, Registration No. 46,283

EXPRESS MAIL LABEL NO.: EV 346749218 US